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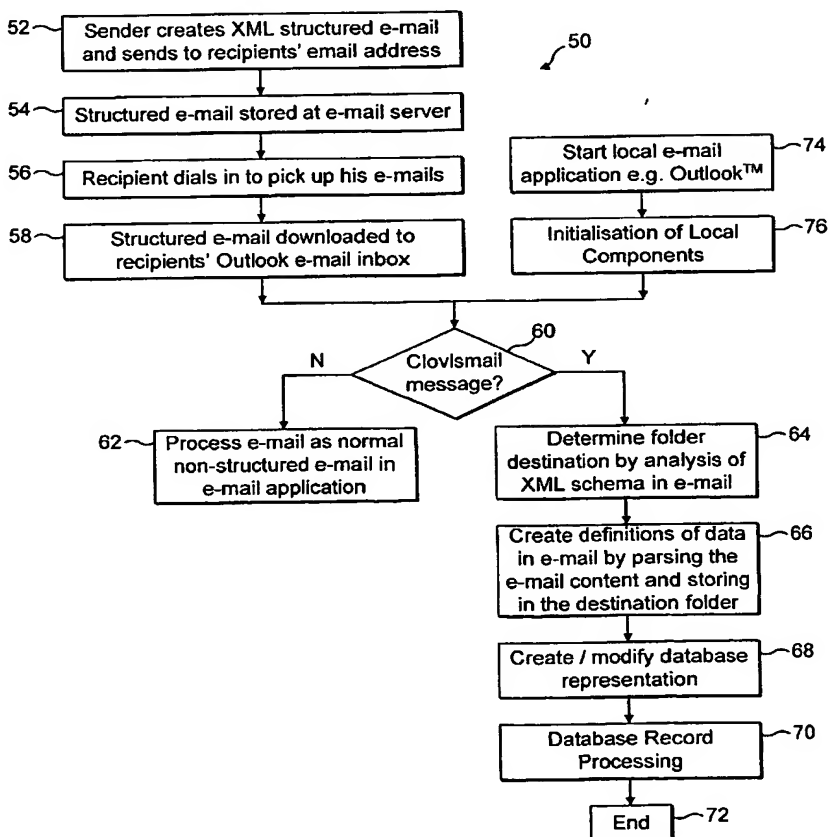
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(84) Designated States (unless otherwise indicated, for every kind of regional protection available): ARIPO (BW, GH,

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[Continued on next page]

(54) Title: IMPROVEMENTS RELATING TO COMMUNICATIONS DATA MANAGEMENT



(57) Abstract: A method of a recipient processing a received e-mail to cause data interaction is described. The method comprises: reading a text-based data structure within the text body of the received e-mail message; identifying some pre-stored data of the recipient by use of the data structure; and causing an interaction to occur with the pre-stored data, the interaction being determined by the contents of the received e-mail.



GM, KE, LS, MW, MZ, SD, SL, SZ, TZ, UG, ZM, ZW), Eurasian (AM, AZ, BY, KG, KZ, MD, RU, TJ, TM), European (AT, BE, BG, CH, CY, CZ, DE, DK, EE, ES, FI, FR, GB, GR, HU, IE, IT, LU, MC, NL, PL, PT, RO, SE, SI, SK, TR), OAPI (BF, BJ, CF, CG, CI, CM, GA, GN, GQ, GW, ML, MR, NE, SN, TD, TG).

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# INTERNATIONAL SEARCH REPORT

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A. CLASSIFICATION OF SUBJECT MATTER  
IPC 7 G06F17/60

According to International Patent Classification (IPC) or to both national classification and IPC

## B. FIELDS SEARCHED

Minimum documentation searched (classification system followed by classification symbols)

IPC 7 G06F

Documentation searched other than minimum documentation to the extent that such documents are included in the fields searched

Electronic data base consulted during the International search (name of data base and, where practical, search terms used)

EPO-Internal, WPI Data, IBM-TDB, COMPENDEX

## C. DOCUMENTS CONSIDERED TO BE RELEVANT

Category *	Citation of document, with indication, where appropriate, of the relevant passages	Relevant to claim No.
X	US 5 613 108 A (MORIKAWA TAKASHI) 18 March 1997 (1997-03-18) column 8, lines 7-45 column 4, lines 31-52 - column 5, lines 4-20 column 2, lines 38-65 - column 3, lines 10-39 abstract	1-44
X	EP 1 020 806 A (FUJITSU LTD) 19 July 2000 (2000-07-19) abstract page 3, paragraph 12 - page 4, paragraphs 33,36 page 7, paragraph 47 ----- -/-	1-44

☒ Further documents are listed in the continuation of box C.

☒ Patent family members are listed in annex.

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- \*G\* document member of the same patent family

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5 October 2004

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C.(Continuation) DOCUMENTS CONSIDERED TO BE RELEVANT		
Category *	Citation of document, with indication, where appropriate, of the relevant passages	Relevant to claim No.
A	<p>WO 01/26004 A.(KANA COMMUNICATIONS INC)  12 April 2001 (2001-04-12)  abstract  page 9, lines 22-30 - page 10, lines 1-7  page 13, lines 26-29 - page 14, lines 1-5  page 15, lines 7-14  page 17, lines 20-30 - page 18, lines  18-23</p> <p>-----</p>	1-44

# INTERNATIONAL SEARCH REPORT

Information on patent family members

International Application No

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WO 0126004	A	12-04-2001	AU	7753300 A		10-05-2001
			WO	0126004 A2		12-04-2001